2013 Vision 1.1

TENVIS

the world in my eyes

Quick Start Guide

For security's sake, please update the default user name and password of your IP camera. The exact process is on page 5 & 9.

Please download the latest **Quick Start Guide** from *www.tenvis.com/download*.

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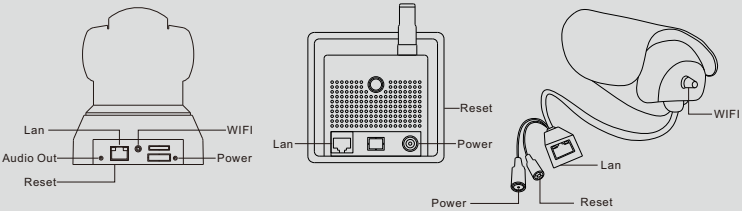
NOTE:
Certain functions mentioned in this manual may vary according to camera's model. For example, pan and tilt function are for Pan/Tilt enabled cameras only.

Chapter 1: Let's get started

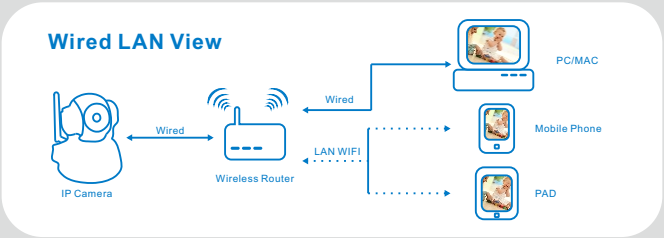
What's in the box

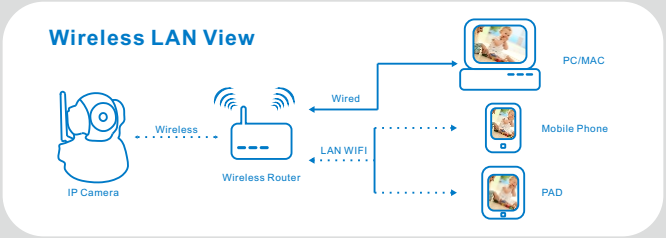
Wireless IP Camera x 1
Wi-Fi Antenna x 1
Power Adapter x 1
User Manual x 1
CD x 1
Mounting Bracket(set) x 1
Screws and Plastic Screw Anchors
Stickers

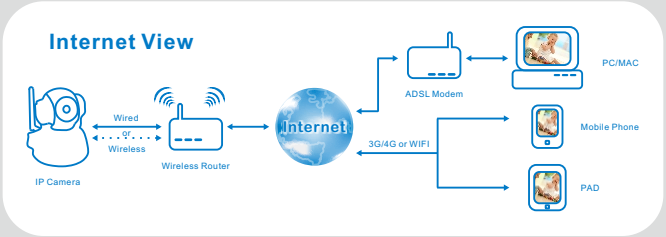
Let's show you around



How it works







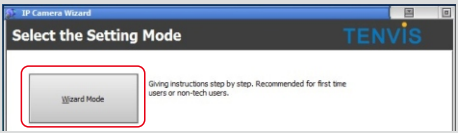
LAN means Local Area Network

Chapter 2: Let's get PC view

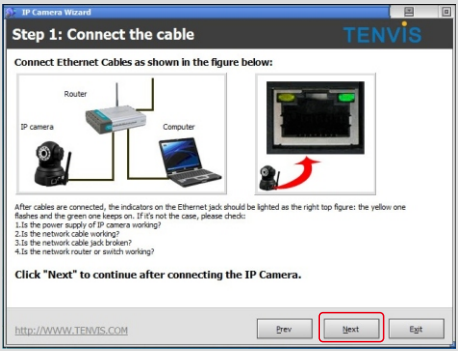
For Windows

Wired LAN View

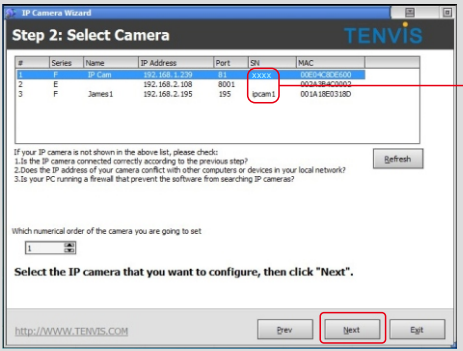
1. Insert the CD or download the software from *www.tenvis.com/download*.
2. Open the CD and use autorun to install. Then click IPCamWizard.
3. After installation, please double click IP Camera Wizard.
4. Open the wizard and select the installation mode. **Wizard Mode** is recommended for first time users or non-tech users. If you select the Advanced Mode, please visit *www.tenvis.com/download* to find the **Advanced User Guide**.

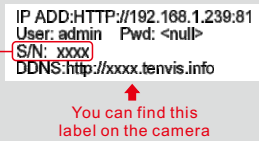

IP Camera Wizard
Select the Setting Mode
TENVIS
Wizard Mode
Giving instructions step by step. Recommended for first time users or non-tech users.

5. Please make sure both the IP camera and your computer are connected to a wireless router.

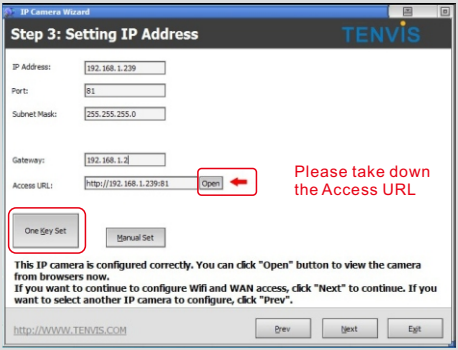

IP Camera Wizard
Step 1: Connect the cable
TENVIS
Connect Ethernet Cables as shown in the figure below:
Router
IP camera
Computer
After cables are connected, the indicators on the Ethernet jack should be lighted as the right top figure: the yellow one flashes and the green one keeps on. If it's not the case, please check:
1.Is the power supply of IP camera working?
2.Is the network cable working?
3.Is the network cable jack broken?
4.Is the network router or switch working?
Click "Next" to continue after connecting the IP Camera.
http://WWW.TENVIS.COM
Prev
Next
Exit

6. Search and select your camera.

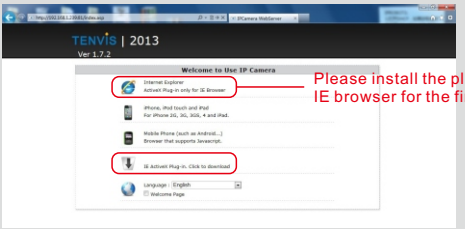

IP Camera Wizard
Step 2: Select Camera
TENVIS
Series Name IP Address Port SN MAC
1 F IP Cam 192.168.1.239 81 xxxx 0C0A3BC00600
2 E 192.168.2.108 8001 003A3B4C0002
3 F James1 192.168.2.195 195 ipcam1 001A18E0318D
If your IP camera is not shown in the above list, please check:
1.Is the IP camera connected correctly according to the previous step?
2.Does the IP address of your camera conflict with other computers or devices in your local network?
3.Is your PC running a firewall that prevent the software from searching IP cameras?
Refresh
Which numerical order of the camera you are going to set
1
Select the IP camera that you want to configure, then click "Next".
http://WWW.TENVIS.COM
Prev
Next
Exit

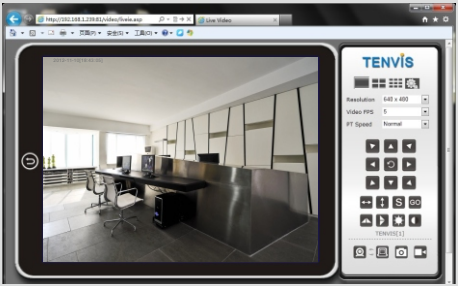


7. Set the IP address of the camera. If a red arrow appears, it means you can get live feed from the camera in your local area network. If not, please click **One Key Set**. If the red arrow still does not appear, please contact us.



Tips: IP Camera Web Server will detect the type of your browser and match the correct sign-in mode accordingly.





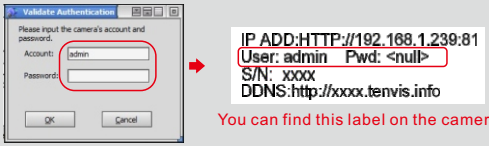
Congratulations! Now you can watch live feed from the camera within local area network (LAN).

For security's sake, please update the default user name and password of your IP camera. The exact process is as below.

If the camera is for wired local area network use only, you can exit **IP Camera Wizard** now.

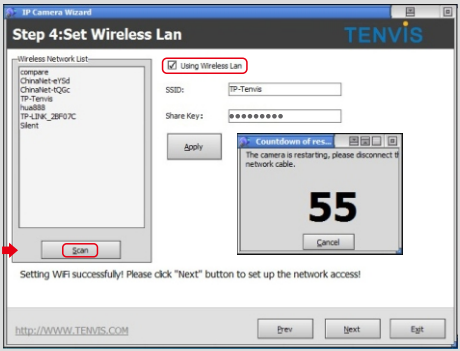
Wireless LAN View

8. Please go back to the IP Camera Wizard page, fulfill the factory setting to continue.



9. Please make sure the **Using Wireless Lan** is checked if you want to enable WIFI. And then click the **Scan** button until you find your own wireless router ID. When the scanning is finished, please select your WIFI network , and enter the password in **Share Key** text box. Then click **Apply**. The camera will be restarting, and the network cable needs to be disconnected.

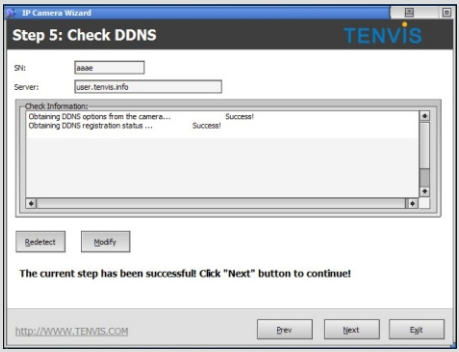
Please scan for multiple times!



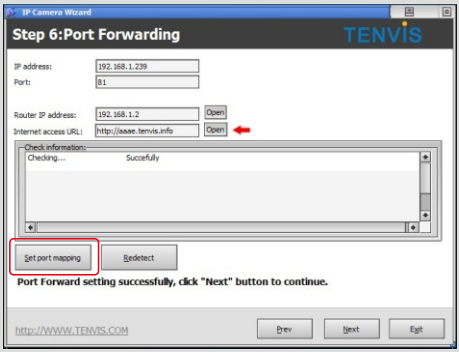
Now go back to web browser. If you can watch live feed from the camera, you have set up wireless LAN view successfully. Congratulations!

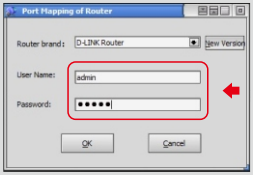
If the camera is for wireless LAN use only, you can exit IP Camera Wizard now.

10. If the DDNS checking succeeded, please click **Next**. If failed, please recheck the Internet connection. If still not connected, please contact your own Internet Service Provider.



11. If the port forwarding succeeded, please click **Next**. If failed, please click **Set port forwarding**.



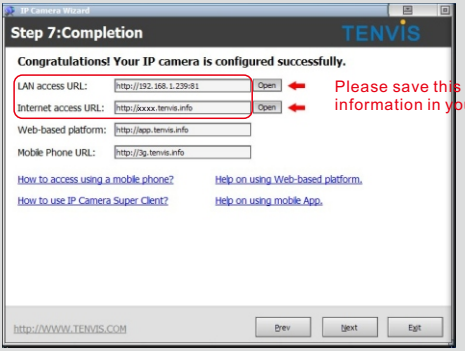


Please enter the router's username and password

Select your router brand, input the user name and password of your router, then click **OK**. If failed again, and the below 3 problems occur, please contact your Internet Service Provider or router provider.
1) You are not sure about the username or password.
2) You are not sure about your router brand;
3) You still can't set up successfully.

If you still have problem with port forwarding, please contact us through the support information on Page 19.

12. If succeeded, below screen will be displayed. If you want to add more cameras, please click **Next** and then **Yes**.



Please save this important information in your memo

Now go back to web browser. Input the internet access URL. If you can watch live feed from the camera, you have set up Internet view successfully. Congratulations! Now you can monitor what is happening anywhere anytime!

For Mac

1. Insert the CD or download the software from *www.tenvis.com/download*.

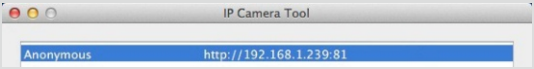
2. Click

.

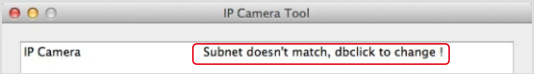
"IP Camera Tool " is an application downloaded from the Internet. Are you sure you want to open it?
Safari downloaded this file today at 上午9:23 from apps.tenvis.com.
Show Web Page
Cancel
Open

3. If you see scene 1, please continue. If you see scene 2, first skip to page 10 and modify the camera's IP address, and then refresh to scene 1 to continue.

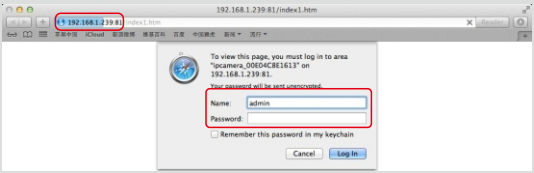
scene 1

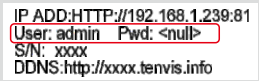


scene 2



4. Double click the IP address listed in the search result window. Default browser will be opened automatically to display the camera login page.

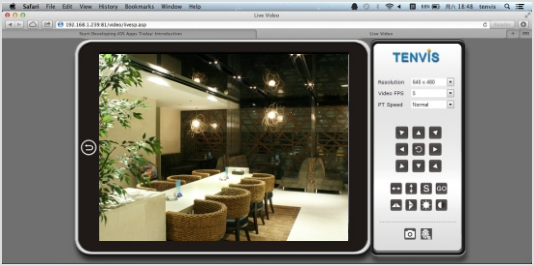




You can find this label on the camera

5. Access the camera via browser directly by typing in the camera's IP address.

Tips: IP Camera Web Server will detect the type of your browser and match the correct sign-in mode accordingly.



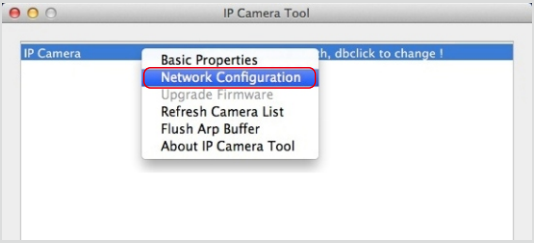
Congratulations! You have set up wired LAN view for MAC successfully.

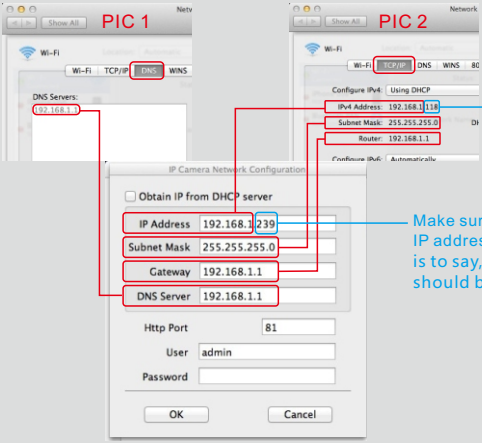
For security's sake, please update the default user name and password of your IP camera. The exact process is as below.

If you need to set up wireless LAN view or Internet view for MAC, please visit *www.tenvis.com*.

Solution to Scene 2 on Page 8

Do a right-click and select **Network Configuration** to set the IP address of the camera to the same subnet as LAN's.





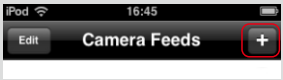
PIC 1 and 2 can be found by the following steps:

Chapter 3: Let's get mobile view

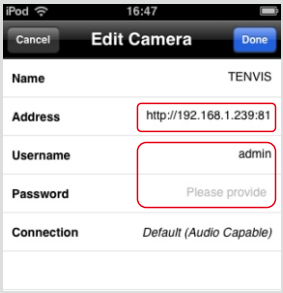
For iPhone

1. Open the **app store** , and search for tenvis, then install **CamViewer for IP Webcams**. Or visit *www.tenvis.com/download* to know more.

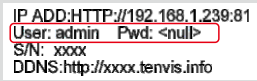
2. Run **CamViewer for IP Webcams**. Then click **+**.



3. For LAN view, please fulfill the settings below.

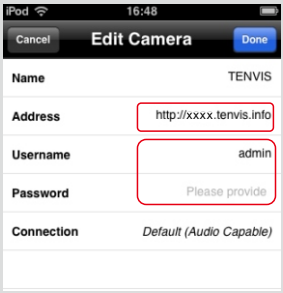


For windows, this address is LAN access URL which you can find on page 7

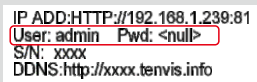


You can find this label on the camera

For Internet view, please fulfill the settings below.



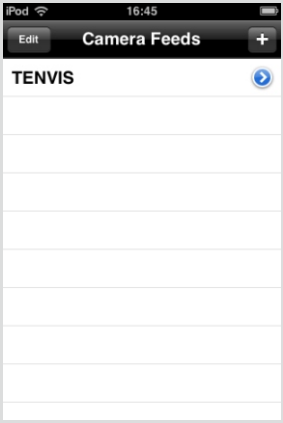
For windows, this address is Internet access URL which you can find on page 7



You can find this label on the camera

Tips: The IP address and hostname in the snapshot is just for your reference.
For the MAC user, please visit *www.tenvis.com/support* for more info.

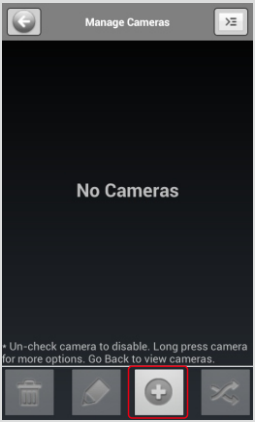
4. Select the camera you added and watch live feed from the camera.

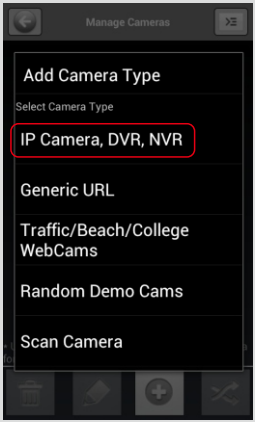


Congratulations! You have set up iPhone view successfully, now you can watch live video on your iPhone anywhere anytime.

For Android

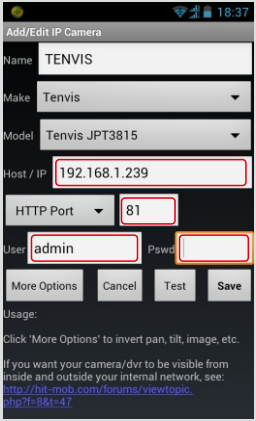
1. Search for **IP Cam Viewer** in Google Play, you could install **IP Cam Viewer Lite** for simple use. Or visit *www.tenvis.com/download* to know more.
   Click **+** and select **IP Camera, DVR, NVR**.



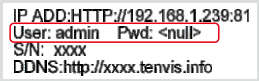


2. If your camera model isn't included in the list, you can choose JPT3815.

For LAN view, please fulfill the settings below.



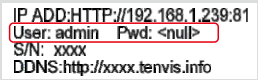
For windows, this address is LAN access URL which you can find on page 7



You can find this label on the camera

For Internet view, please fulfill the settings below.

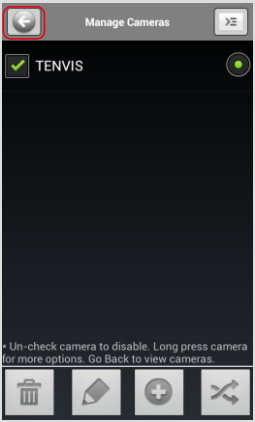
For windows, this address is Internet access URL which you can find on page 7

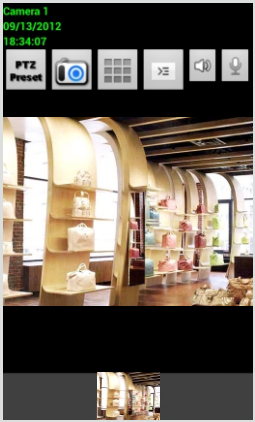


You can find this label on the camera

Tips: The IP address and hostname in the snapshot is just for your reference.

3.Click test and save it. Then Click ← to watch live video.



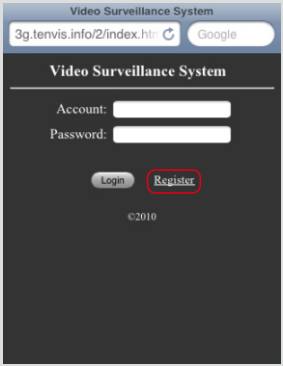


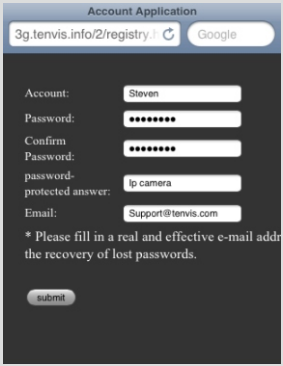
Congratulations! You have set up Android view successfully. Now you can watch live feed from the camera on your phone anywhere anytime.

For Others

Symbian, Windows Phone, Blackberry OS and all others

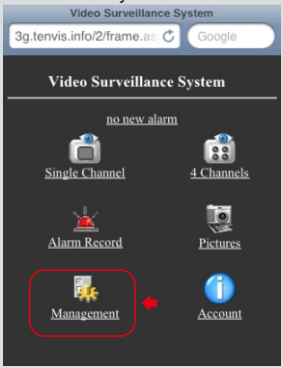
1. Open *http://3g.tenvis.info* in your mobile phone browser.
2. Register an account with TENVIS video surveillance system if you do not have.



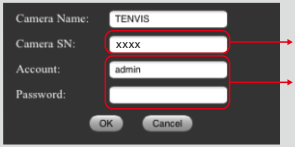


3. Login with your own account.

4. Please select **Management** for the first time of singing in the video surveillance system. Then select **add** to continue.



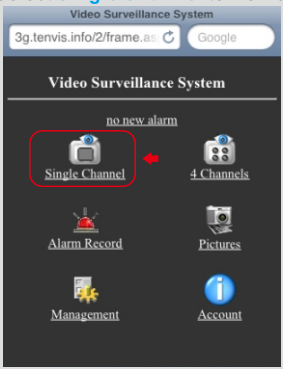
5. Input camera S/N and camera's username and password.



IP ADD:HTTP://192.168.1.239:81
User: admin Pwd: <null>
S/N: xxxx
DDNS:http://xxxx.tenvis.info

You can find the label on the cameras

6. Select **Single Channel** to view camera from Internet.



Congratulations! You have set up Internet view successfully. Now you can watch live feed from the camera on your phone anywhere anytime.

Chapter 5: Last, but not least

FAQ

1. Why does my computer or security software say the software is dangerous and it is a virus?

The wizard will detect device in your network, and it seems like a virus. Please ignore the warning and continue.

2. Why can't the wizard cannot detect the camera?

Please make sure the network cable is connected and turn off firewall and security software on your computer.

3. Why does the wizard say "the camera cannot be accessed, please choose one key set or manual setting" after we have already done One Key Set and Manual Setting?

Please connect the camera to your router or ADSL router, and DO NOT connect it to your PC directly.

4. Why does the camera always ask for username and password, or it says Incorrect User?

The camera's default username is **admin**, and please leave password blank. If you forget your username or password, you can reset the camera to factory settings to get the default username and password.

5. How can I reset the camera to factory settings?

Please press the reset button under or on the camera for about 1 minute until the camera reboots. Please make sure the power supply is connected to the camera when you are doing it.

6. Why is there no audio and video from the camera (Only indoor camera support audio)?

No audio: Please sign in Internet Explorer mode for IE.
No video: IE does not support Firefox mode and other web browsers do not support ActiveX mode, please login the correct mode for video. TENVIS mobile application supports video but does not support audio, you could find some 3rd party application support audio for TENVIS IP camera.

7. Why is the image blurry?

Remove the protective film on the lens and rotate the lens of the camera to get a clear image.

8. Why doesn't the camera pan/tilt properly?

Maybe the camera is stuck. Please rotate its head manually to fix it.

9. Why does the camera always drop wireless connection?

Please tighten the antenna of the camera. Make sure it is not far away from the router and there is no big barrier between the camera and the router.

10. The comparison of different browsers.

	IE	Firefox, Chrome, Safari in all platforms
Video	Yes	Yes
Record	Yes	No
Alert Record	Yes(Only in live video page)	No
Alert by E-mail or FTP	Yes	Yes
Multiple View	Yes	No
Audio	2 Way	No

Learn more

You can find more information, watch demos and learn more about TENVIS IP Camera at *www.tenvis.com*.

Support

If you have any problem with the camera settings, please visit our forum to search your problem or post thread for help.
http://forum.tenvis.com

Customer Service

Time: 9:00-18:00 Beijing Time(UTC+8) Monday-Friday

Telephone #: 0086-0755-89732479

E-mail: support@tenvis.com

E-mail: ussupport@tenvis.com

NOTE:

Certain functions mentioned in this manual may vary according to camera's model.

For example, pan and tilt function are for Pan/Tilt enabled cameras only.

TENVIS

the world in my eyes

TENVIS Technology Co., Ltd.

www.tenvis.com

How are we doing?

Welcome to email our COO via admin@tenvis.com for any suggestion or complaint.

Thanks for choosing TENVIS!